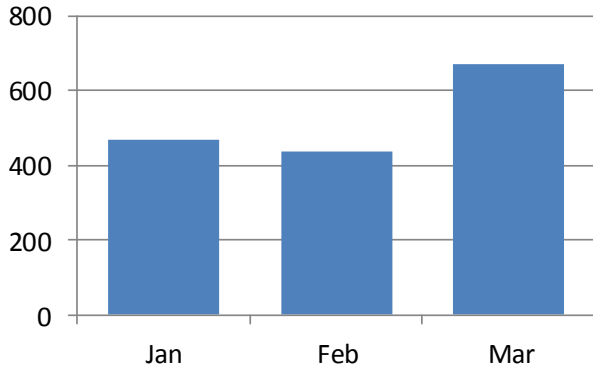




# PoconoInfo Monthly Report

March 2017 - Monroe County, PA



## INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **673**

Requests for Help: 653  
Requests to Help: 20

Referral Calls: 618  
Information Calls: 55



★ **Percentage Receiving No Referrals: 20%**

POCONOINFO.ORG WEB VISITS: **10,702**

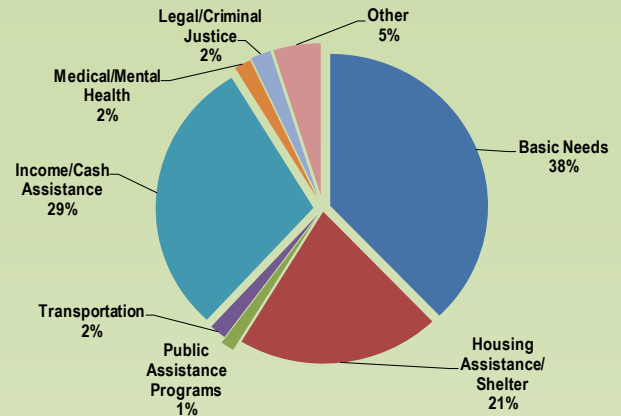
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	607
Client's Relative	20
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	26
Client's Service Provider <i>(Professional that provides client a service)</i>	20

## GENDER

Comparison of Male/Female callers:

	Males <b>179</b>		Females <b>491</b>
Undetermined Gender = <b>3</b>			

## POCONOINFO REPORTED NEEDS



\*Basic Needs include: Utilities, Food/Meals, Clothing/Household Goods

## REFERRALS FOR OTHER NEEDS INCLUDE:

Tax Prep Services, Home Repairs, Moving Assistance, Governmental Services, Money Management Services, Individual/Family Support Services, Education Programs, & Donation/Volunteer Opportunities

## UNMET NEEDS

No services available and/or clients did not qualify for assistance for the following needs:

- **18%** Utilities
- **8%** Transportation
- **22%** Housing/Shelters
- **49%** Rent/Mortgage
- **3%** Other Needs

## ADVOCACY CALLS - 7

When necessary, PoconoInfo intervenes on behalf of clients by communicating with agencies to obtain needed services.



If you have any questions or comments about this report, please contact PoconoInfo at 570-517-3954 or email [info@poconoinfo.org](mailto:info@poconoinfo.org)



**PoconoInfo Success Story** – A PoconoInfo client needed clothing and food to care for her grandchildren. PoconoInfo referred her to the Nehemiah Center at Christian Life Assembly where she received clothing, food and other supplies.

**Follow-up with clients:** Status of referrals collected during follow up calls to clients.

Successful referral	72	Still in process with referral agency	10
Unsuccessful referral	39	Did not follow through with referral	29
Contact attempted but not made	88	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	202
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	36
Stroudsburg/Stroud Twp	121
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	91
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	46
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	85
Middle SmithfieldTwp/Marshalls Creek/Bushkill	20
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	30
No Address/Location Given	0
Calls From Individuals that Reside Outside of Monroe County	42
<b>Homeless/No Residency = (clients identified themselves as homeless)</b>	<b>91</b>

**Clients referred to PoconoInfo from:**

United Way	26	PPL Electric	172	Monroe County Assistance Office	68
PA 211	65	LIHEAP	42	Red Cross of the Poconos	16
Local Churches	16	Monroe County Habitat for Humanity	3	MC Grants/Admin Office	33

**Other Referring Agencies:** Rep. Jack Rader’s Office, Monroe County Redevelopment Authority, Monroe County Office of Emergency Management, MetEd Electric, Family Promise, Pocono Area Transitional Housing (PATH), Nurse Family Partnership, Pocono Services for Families and Children, Monroe County Sheriff’s Office, Northampton Community College, PA Elks Home Service, Women, Infants and Children (WIC), Pregnancy Resource Center, Women’s Resources of Monroe County, Pocono Record, Internet, Flyer, Friends/Family



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